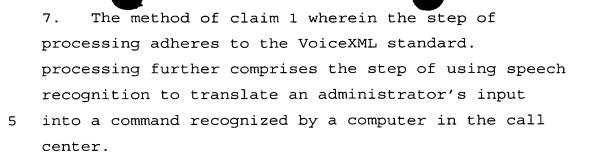
CLAIMS

- 1. A method of using voice to access call center information in a call center comprising the steps of: connecting to a voice response server;
- processing telephone requests for call center information; and responding to the telephone requests.
- 10 2. The method of claim 1 wherein the step of connecting further comprises the step of interfacing with a telephony server to receive telephony input from a remote administrator.
- 15 3. The method of claim 1 wherein the step of connecting to a voice response server further comprises the step of authenticating users of the voice response server.
- 20 4. The method of claim 3 wherein the step of authenticating is performed by matching login names with passwords.
- 5. The method of claim 1 wherein the step of processing further comprises translating an administrator's input into a command recognized by a computer in the call center.
- The method of claim 5 wherein the computer
 includes an automatic call distributor and call center command server.

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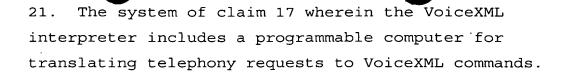


- The method of claim 1 wherein the step of responding further comprises the step of performing
 text to speech translation to aurally present information to administrators.
 - 9. The method of claim 1 wherein the step of processing adheres to VoiceXML.

10. The method of claim 1 wherein the step of processing employs learning to provide a response to the telephone requests.

- 20 (11) The method of claim 1 wherein the step of processing is interrupted by a barge in request.
 - 12. A system for using voice to access call center information in a call center comprising:
- means for connecting to a voice response server, means for processing telephone requests for call center information, and means for responding to the telephone requests.
- 30 13. The system of claim 12 wherein the means for connecting includes a programmable computer configured to accept telephony requests.

- 14. The system of claim 12 wherein the means for processing includes a voice response server comprising a programmable computer.
- 5 15. The system of claim 12 wherein the means for responding includes a programmable computer.
 - 16. A system for using voice to access call center information in a call center comprising:
- 10 a call manager which provides call center
 information,
 - a VXML interpreter, and
 - a network interface.
- 15 17. The system of claim 16 wherein the call manager is a programmable computer which interfaces to a telephony server to receive telephone input from a remote administrator.
- 18. The system of claim 17 wherein the call manager further comprises a telephony interface for receiving telephony input from a remote administrator.
- 19. The system of claim 17 wherein the call manager 25 includes a database for authenticating users of the system.
- 20. The system of claim 17 wherein the call manager includes a translator for performing speech to text conversion.



- 22. The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into automatic call distributor commands.
 - 10 23. The system of claim 17 wherein the VoiceXML interpreter includes a translator for rendering VoiceXML commands into call center command server commands.
 - 15 24. The system of claim 17 wherein the network interface includes local area network, Internet, extranet, and wireless network software.
 - 25. The system of claim 17 wherein the network
 20 interface includes a programmable computer for translating VoiceXML commands into data packets for a local area network.
 - 26. The system of claim 17 wherein the network
 25 interface includes computer hardware which retrieves data from a local area network and translates the data into VoiceXML commands.